

**A STUDY ON RELATIONSHIP BETWEEN OCCUPATIONAL
STRESS AND QUALITY OF WORKING LIFE AMONG
EMPLOYEES IN FELDA WILAYAH SEGAMAT**

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ABSTRACT

The goals of this study are to identify the factors of occupational stress, to identify the impact on quality of working life and to determine the relationship between occupational stress and quality of working life among the office workers in Felda Wilayah Segamat. The sample size of 55 respondents was randomly selected and a questionnaire was distributed among them. Based on the findings it shows that the majority of the respondents are female, aged more than 40 years old, has SPM in their education level and are comes from the Community, Contract and Human Resource departments. Apart from that, the results also show that the role ambiguity contributes more to occupational stress with the mean value of 3.354. Then, the Safety and Health give more impact on quality of working life with the mean value of 4.0694. Besides, the findings also show that there are a fair degree of relationship between role ambiguity with quality of working life and role conflict with quality of working life. Thus, it can be concluded that both factors of occupational stress give impact towards quality of working life among office workers in Felda Wilayah Segamat. Meanwhile, there several recommendations on actions to improve the quality of working life which are to have a strategic planning in completing tasks, have a good communication and cooperation between the colleague, be open minded and positive person and creating a good working environment. As a recommendation, in order to improve the quality of working life are to have a better understanding about their job responsibilities, be more confident in completing tasks, ask the help of

others colleagues, sent the employees to the training and development program and the organization should provide a complete facilities and equipment with an advanced technology in order to improve the quality of working life among the office workers in Felda Wilayah Segamat.

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